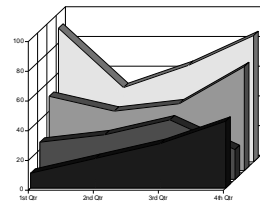


OPERATING EXPERIENCE ANALYSIS



Preliminary Survey of Field ES&H Performance Measure Programs

During EH-33's current round of customer focus visits at the sites, we looked at ES&H Performance Measure programs. Our intent is to understand how performance measures are used to manage ES&H in the Field and to exchange information and techniques. Here are some of the preliminary observations:

- Many of the contract measures focus on milestone completion instead of ongoing measurements. Examples are "...issue revised radiation protection manual by February 1, 1995." instead of "...report cumulative radiation exposure and exposure per maintenance action in radiation areas; establish improvement goals after six months of measurement." Site specific milestones are a good idea, but continuously measured, normalized indicators and success criteria may be better tools for improving performance. The Department's Contract Reform effort requires contracts to reflect specific performance measures, but many so far appear to be only loosely tied to formal PI programs.
- Several ES&H performance measures programs will not be developed and implemented until the end of the fiscal year.

Occurrence Reporting Order

Page changes to the Occurrence Reporting Order, DOE O 232.1, and the Occurrence Reporting Manual, DOE M 232.1-1, are under development and should be issued by midsummer. You asked for many of these changes. Some changes update Order references to the new DOE Order numbers, and others result from comments from the Defense Nuclear Facilities Safety Board and subject matter experts. Many of the changes are being discussed during our customer focus visits.

Hazard and Barrier Analysis Guide in Preparation

This October we expect to publish a Hazard and Barrier Analysis Guide for managers, safety analysts, work planners, and event investigators. The Guide will compile hazard evaluation and good practice guidance and illustrative analyses into a concise manual for the benefit of safety professionals. Hazard and Barrier Analysis consists of:

- hazard identification;
- selection of appropriate barriers; and
- assessment of the likely effectiveness of barriers.

Hazard and Barrier Analysis is an effective tool for both proactive safety management as well as after-the-fact investigation of incidents.

Is ORPS Necessary and Sufficient?

The Department's new "Necessary and Sufficient" (N&S) process for developing safety requirements is nearing maturity. Some organizations and individuals are concerned that Occurrence Reporting or Performance Measurement may be left out of their safety management tool kit by the Necessary and Sufficient process. Safety professionals can rest assured that is not the case. The Necessary and Sufficient process is intended to identify standards important to the work being conducted. DOE has a right and an obligation to ensure consistency and uniformity for important management systems, and Neither Occurrence Reporting nor Performance Measurement are within the proper scope of N&S because they are management system requirements that are not related to the work. Hence, ORPS requirements can not be revised locally based on the N&S process. However, if you locally identify changes that should be made to ORPS, work with us and we will apply them to all DOE.

ORPS Re-Engineering

EH-33 continues to pursue ORPS re-engineering focussing on:

- what data we collect
- how people use the data
- how ORPS can interface with other data systems
- how the electronic media works
- charting/graphing, data integration, and user interface
- reducing/controlling costs

Our short-term focus is to provide a graphical user interface (Windows) by the end of the fiscal year and major changes to the ORPS Manual by late Fall. Long term plans include the integration of ORPS with other data bases such as CAIRS. We are demonstrating the graphical user interface and gathering re-engineering requirements in our customer focus visits across the complex. These sessions were well-attended and enthusiastic. The Occurrence Reporting Special Interest Group created a Re-Engineering Task Team to help define the needs and benefits for reporting, analyzing, and using occurrence report data within DOE. After gathering customer input, EH-33, with assistance from the Re-Engineering Task Team, will evaluate the requirements, develop long and short term activities, and implement system changes.

Products available on the Web

EH-33 products are available on the World Wide Web at: <http://nattie.eh.doe.gov:80/systems/oeaf.html>.

You Can Make a Difference!

We're looking for ideas to improve our products. Our customers can help us and themselves to make operating experience analysis systems the best. Call Tom Rollow at 202-586-7449, or fax 202-586-7330, or send Internet e-mail to Tom.Rollow@HQ.DOE.GOV.